

Plaintiffs' Appendix of Summary Judgment Evidence

Exhibit 5a

Target Corporation Contractor Handbook

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- Tab: GENERAL TARGET CORPORATE
INFO



○ TARGET®

mervyns®

Marshall Field's®

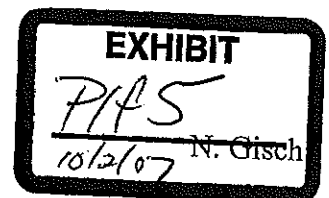
CONTRACTOR HANDBOOK

TRENT SMITH
JIM'S MAINTENANCE

HOUSEKEEPING CONTRACTOR MEETING, June 11-13, 2002



Building the BEST COMPANY EVER



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GENERAL TARGET CORP
INFO

GENERAL INFORMATION

TARGET STORES AT A GLANCE:



explore Target online
and visit target.com

You'll find that we're an upscale discount chain with stores across the country, providing quality merchandise at low prices in guest-friendly environments — stores where you can always Expect More, Pay Less.

Merchandise Focus

The Target emphasis is on basic merchandise -- staple, everyday items that consumers use and need most. Combined with an aggressive fashion strategy, this foundation in basics enables Target to compete as a life-style trend merchandiser in all merchandise categories, from apparel to personal care, home decor to automotive.

Stores

The first Target store opened on May 1, 1962 in Roseville, Minnesota, a suburb of St. Paul. Target stores are usually on one level, averaging 126,000 square feet, freestanding or in major community or regional shopping centers. Target stores provide employment for approximately 214,000 team members.

Target operates over 1,000 stores in 46 states. States with the largest store count include California, Michigan, Minnesota, Florida and Texas, though the states in the mid-Atlantic and Northeast are the greatest area of growth. Target typically grows its square footage annually in the range of 8% - 10%.

SuperTarget

Target also operates 37 SuperTarget stores, which combine grocery and general merchandise in a supercenter format. The focus of SuperTarget is to create a grocery offering and store environment that is as unique, upscale and differentiated as the assortment and presentation in our general merchandise-only discount stores.

Major Markets

- | | | |
|-----------------------------|------------------------|--------------------------|
| - Greater Los Angeles (78) | - Greater Miami (19) | - Tampa/St.Pete (12) |
| - Chicago (39) | - Phoenix (19) | - Greater Cleveland (13) |
| - Minneapolis/St. Paul (38) | - Denver/Boulder(15) | - Baltimore (11) |
| - S.F. Bay Area (28) | - Washington DC (15) | - San Antonio (11) |
| - Detroit (23) | - San Diego (14) | - Orlando (10) |
| - Dallas/Ft. Worth (25) | - Seattle/Tacoma (14) | - Milwaukee (10) |
| - Atlanta (25) | - St. Louis (15) | - Charlotte (8) |
| - Houston (20) | - Indianapolis (10) | - Louisville (8) |
| - Greater Philadelphia (13) | - Sacramento/Yolo (10) | |

GENERAL INFORMATION

MERVYN'S AT A GLANCE:



Mervyn's California offers an exciting, fun-to-shop, middle-market promotional department store, emphasizing name-brand and private-label casual apparel and home soft goods. At Mervyn's California, you always come first.

Merchandise Focus

Mervyn's California carries moderately-priced apparel and home fashions. We are committed to providing the best prices on quality national and owned-brand products.

Stores

Founded 49 years ago in San Lorenzo, California, Mervyn's first store was 2,800 square feet, had two employees and generated first-year sales of \$100,000.

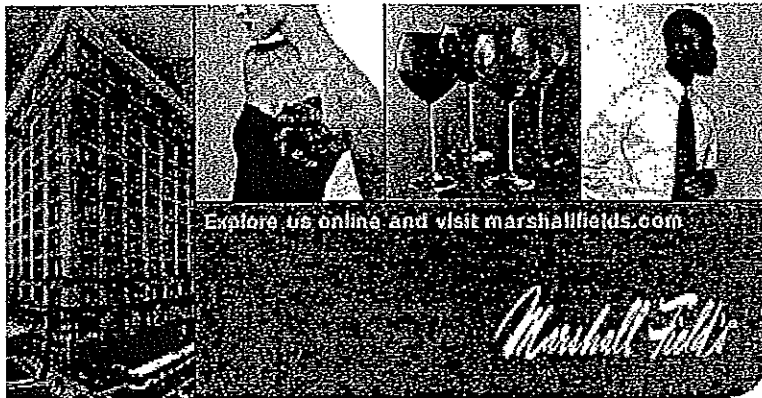
Today, Mervyn's California operates 267 stores in 14 states and provides employment for approximately 29,000 people. Total retail square footage is approximately 24.5 million square feet. Mervyn's stores range in size from 60,000 to 175,000 square feet, depending on the site. An average size is 75,000 square feet. Half of our stores are in regional malls. The rest are in community shopping centers, strip centers and freestanding locations.

Major Markets

- | | |
|-------------------------------|------------------------------|
| - Greater Los Angeles (48) | - Detroit (9) |
| - San Francisco Bay Area (29) | - Minneapolis/St. Paul (9) |
| - Dallas/Ft. Worth (12) | - Seattle/Tacoma (9) |
| - San Diego (12) | - Greater Salt Lake City (8) |
| - Phoenix (11) | - Denver/Boulder (6) |
| - Houston (9) | |

GENERAL INFORMATION

MARSHALL FIELD'S AT A GLANCE:



Marshall Field's is dedicated to providing guests with great service, exciting, distinctive merchandise, fashion leadership and a convenient shopping environment. Our commitment is to be "the best store in town."

Merchandise Focus

Fashion leadership is at the core of the Marshall Field's business. Our trend experts identify, research, and predict the latest fashion and home trends to ensure the widest assortment of current trends.

Stores

With the joining of the department stores under one name, Marshall Field's will operate 64 stores in eight states, comprising approximately 14,000,000 square feet. Approximately 35,000 team members are employed by the department stores.

Marshall Field's was founded in 1852, Dayton's in 1902, and Hudson's in 1881. Dayton's and Hudson's combined to become one department store company in 1984; six years later, Marshall Field's joined the Dayton Hudson Corporation, which became Target Corporation in 2000. In 2001, the three department stores are becoming one, operating under the well-established and well-regarded name of Marshall Field's.

Major Markets

- Chicago (16)
- Minneapolis/St. Paul (10)
- Detroit (11)

GENERAL INFORMATION

THE TARGET BRAND:

We must understand what the customer expectations are. TARGET expectations include daily detailing and focus cleaning beyond the usual clean floors and bathrooms required by most other retailers. There are no scheduled annual or quarterly strips/scrubs, no specifications directing an annual extraction or scheduled spot cleaning frequencies. The Target brand is to provide our guest with the Clean Shiny floors, clean Restrooms and carpets and overall an easy to shop store with trend right merchandise. It is your responsibility to maintain consistency at all times. If we utilize the detailed Building Services Brand Maintenance Guide and stay committed to our Brand will remain the benchmark others look to.

See the INSIDE TARGET, which is included in your handbook. This is a monthly newsletter sent to all Target Corp. Team Members every other month. This issue contains statements from some of our key Senior Management and their expectations on Brand.

TARGET TERMINOLOGY:

Target has a language all their own. The following acronyms represent the most commonly used terms as they pertain to our services. Please familiarize yourself with these acronyms:

Acronym	Common Term	Relationship
Team Member	Employee	Every worker is a member of their TEAM
Guest	Customers	Shoppers are referred to and treated as guest
DTL – District Team Leader	District Manager	Responsible for entire District, usually consist of 6-12 stores
STL - Store Team Leader	Store Manager	Responsible for the entire store, the person all other Team Leads report to.
LOG - Logistics	Operations Manager	Responsibilities usually include building maintenance, oftentimes our <u>primary</u> contact.
LOD – Leader On Duty	Manager on Duty	A TEAM LEADER who is responsible for the store at any given time.
OFTL – Overnight Flow Team Leader, or MFTL	Night stocking crew chief	Directs the unloading and stocking of merchandise during the overnight. They are the <u>key communicators</u> to our night supervisor to coordinate areas to be cleaned.
BSTS– Building Services Team Supervisor	Building maintenance supervisor	BSTS, together with the (SBS) Store Building Specialist, oversees maintenance within a group of stores in a district. Usually meets regularly with Building Services Area Manager.
BSAM – Building Services Area Manager	Area maintenance manager	Is responsible for building services within a certain geographical area, usually several Districts.
APTL – Assets Protection Team Leader	Security	Enforces all security within the store. Responsible for keys, locks, alarms and sign in procedures

GENERAL INFORMATION

Acronym	Common Term	Relationship
TSC -- Team Service Center	Employee entrance	The <u>primary</u> entrance and exit to be used by any TEAM Members and cleaning personnel
NRCC	Non Retail Trailer	This is a weekly delivery to each Target Store through Target Corp.'s warehouse.
ESOP	Supplies from Warehouse	A means by which LOG, or designee, orders store supplies including bags & paper products.
Hard lines	Gondola area of store	The tiled area of store that where merchandise is displayed on gondolas.
Worlds	Area designated by color of signage	Each section of the store is identified by the color of the signage either yellow, red, blue, or green is very useful when coordinating cleaning routines with the Overnight Flow Team.(N/A in some locations)
Soft lines	Clothing and accessories	Area of store that is carpeted including clothing, shoes, and accessories.
Prototype	Type of store	G store -- Greatland, 2 entrances, P -- Typical, S Smaller, U-Unique
Food Avenue	Snack bar	Usually located in front of store
Guest Services	Customer service	Usually near the entrance, area designated for returns and service.
OSR -- (Owners Site Representative)	Construction supervisor	A Target on site representative that oversees the entire construction project.
Turnover	Store takeover for merchandising	When construction is completed and store Team Members begin merchandising.
Pre opening	Set up time for merchandising	Service time between turnover and grand opening when the store is stocking the shelves and staffing is minimal.
VIG night (Very Important Guest)	Opening ceremonies	Scheduled ribbon cutting ceremonies with all Team Members and invited Guest, Tuesday night prior to Grand Opening
Quiet Opening	Open for business	The store is unofficially open for business the day after the VIG activities.
Grand Opening	Advertised grand opening	Always on a Sunday
Cycle	When new stores open	New stores open <u>only</u> in March, July, and October,

GENERAL INFORMATION

COMMUNICATIONS:

Our overnight crews must be capable of working together with the overnight flow teams to ensure maximum efficiency. Daily issues should be communicated directly to the crew leader, all other issues should be directed BSOC at 1-888-888-0304.

E-MAIL:

Is utilized extensively from within TARGET. At the corporate level it is our most practical means of communicating. T1188.STL@target.com is an example of how simple the E-mail addresses are. The store # preceded by T, and then followed by (.) dot, followed by title acronym of Team member, @target.com (example: john.doe@target.com). Other examples:

Email address:	Title
Txxx.APTL	ASSETS PROTECT TEAM LEAD
Txxx.BLDG	STORE BUILDING SPECIALIST (SBS)
Txxx.FLOW	MERCHANDISE FLOW
Txxx.GSTL	GUEST SERV EXEC TEAM LEAD
Txxx.HL	HARDLINES EXEC TEAM LEAD
Txxx.HL2	HARDLINES2 EXEC TEAM LEAD
Txxx.LOG	MERCHANDISE LOGISTICS
Txxx.SL	SOFTLINES EXEC TEAM LEAD
Txxx.SL2	SOFTLINES2 EXEC TEAM LEAD
Txxx.STL	STORE TEAM LEAD
Txxx.TRL	TEAM RELATIONS LEAD

* Enter the store # in place of the xxxx

**LOD stands for Lead on Duty and they do not have an email address.

Alarm Center - do not use 'LOD' when writing Work Orders - Contractors do not know who to reply back to.

ACCOUNTABILITY:

Within the organization there are two distinct departments that we must satisfy; the Store Team and Building Services Team.

The STL is responsible for the total operations of the store; the LOG is usually our primary executive contact within the store. The OFTL interacts throughout the evening with our cleaning crew thus, their relationship and ability to communicate is the key to our success.

Target Corporation Contract Services negotiates all Housekeeping Contracts. The BSAM's (Building Services Area Managers) and their team will frequently visit our stores and conduct a thorough inspection on several key areas: Life Safety Issues, General Building Maintenance as well as Contract Service Issues, including Housekeeping, Landscaping, Lot Sweeping, etc.

They will visit stores and do their own inspections. Some times the STL's standards and expectations may not be up to par with the BSAM, and at other times they may be beyond BRAND expectations. In either case, each contractor must work to meet the standards and expectations as set forth in the Contract as well as the Building Services Brand Maintenance Reference Guide.

Assets Protection (AP Team) maintains a very comprehensive and sophisticated system of security cameras, door locks, and alarms throughout the entire store. It is imperative that no shopping is done during the hours of service including "window shopping".

GENERAL INFORMATION

CONTRACTOR NEW HIRES:

AP must be notified of all new cleaning personnel to review and sign the Housekeeping Security Regulations form prior to working. In many locations AP will take Polaroid picture of each crewmember and attach it to the sign in book.

**** Reference: (TARGET Contractor Handbook under Exhibits)**

- **TSC** - store policy dictates that all contract services personnel shall enter and exit through this door and be checked in & out by the LOD.
- **Keys** -AP will provide keys to the maintenance closet lock, supply closet and bathroom dispensers. The overnight cleaning supervisor, or day porter, will sign in a set of keys upon arrival and sign out when leaving.
- **Radios** – a radio may be available for the overnight supervisor to communicate with the FTL, a great tool in high volume stores, Requires sign in and sign out each evening.
- **Log Book** – Available at TSC desk for all personnel to sign in and out at all times. A copy of the weekly work schedule should be kept there for reference.
- **LOD check in** – Overnight cleaners must wait at TSC desk for LOD to check in-check out at all times.
- **Lockers** - are available for free, nothing is to be brought into the backroom. A refrigerator is available in the break room for lunches and cold drinks.
- **Alarms** - The receiving doors, when locked, have motion detectors, the trash compactor, Guest Services, and the vestibule area are alarmed during the overnight. Often time at 4 am the LOD will disarm the perimeter to allow crews outside access. There is a \$100.00 fine for setting off alarms.
- **Propane** – There is a \$ 1000 fine if your crew leaves a propane tank in our store when your crew has left for the day. Contractor must provide propane lock up (cage) in designated area on the exterior of the building. No Storage of propane should occur in those stores with exterior Lawn and Garden Centers, must be in back of building near dock (unless specified differently by local code)

Target 2002 Store Hours

REGULAR HOURS		DAY	TARGET	SUPER TARGET
		Monday – Saturday	8 am – 10 pm	8 am – 11 pm
		Sunday	8 am – 9 pm	8 am – 9 pm

HOLIDAY	DAY, DATE	TARGET	SUPER TARGET
Easter	Sunday, March 31 st	CLOSED	CLOSED
Memorial Day	Monday, May 27 th	8 am – 10 pm	8 am – 11 pm
4 th of July	Thursday, July 4 th	8 am – 10 pm	8 am – 10 pm
Labor Day	Monday, September 2 nd	8 am – 10 pm	8 am – 11 pm
Week before Thanksgiving	November 25 th – November 27 th	8 am – 11 pm	8 am – 11 pm
Thanksgiving	Thursday, November 28 th	CLOSED	CLOSED
Day After Thanksgiving	Friday, November 29 th	7 am – 11 pm	7 am – 11 pm
After Thanksgiving	November 30 th – December 23 rd	8 am – 11 pm Mon – Sat 8 am – 10 pm Sun	8 am – 11 pm Mon – Sat 8 am – 10 pm Sun
Holiday Shopping Event (8 AM – 10 AM)	Tuesday, December 3 rd	8 am – 11 pm	8 am – 11 pm
Christmas Eve	Tuesday, December 24 th	7 am – 6 pm	7 am – 6 pm
Christmas Day	Wednesday, December 25 th	CLOSED	CLOSED
Day After Christmas	Thursday, December 26 th	7 am – 10 pm	7 am – 11 pm
New Year's Eve	Tuesday, December 31 st	8 am – 10 pm	8 am – 10 pm
New Year's Day	Wednesday, January 1, 2003	8 am – 10 pm	8 am – 11 pm

SUNDAY BLUE LAW STORES		SUNDAY HOURS	SUNDAY HOURS
R100: ND- Super Target T1783			12 noon – 9 pm
R100: ND-T61, T81, T85; R300: MS-T754; R400: TN-T367, T1302		12 noon – 9 pm	
R400: SC- T1198, T1199, T1310, T1349, T1371, T1452		1:30 pm – 9 pm	
R400: RI- T1188, T1404		8 am – 8 pm	
R400: NJ- T1263, T1330		CLOSED	

SPECIAL HOURS	DAYS	HOURS
R200: T0320 Colma CA	Monday – Saturday	8 am – 11 pm
R200: T1407 Daly City, CA	Sunday	8 am – 10 pm
R400: T1076 Alexandria VA	Sunday – Saturday	8 am – 11 pm
R100: T1375 Minneapolis, MN	Monday – Saturday	8 am – 8 pm
	Sunday	11 am – 6 pm

Mervyn's 2002 Store Hours

REGULAR HOURS	DAY	Mervyn's
	Monday – Sunday	9 am – 10 pm

HOLIDAY	DAY, DATE	Mervyn's
Easter	Sunday, March 31 st	CLOSED
Memorial Day	Monday, May 27 th	9 am – 10 pm
4 th of July	Thursday, July 4 th	9 am – 7 pm
Labor Day	Monday, September 2 nd	9 am – 10 pm
Thanksgiving	Thursday, November 28 th	CLOSED
Day After Thanksgiving	Friday, November 29 th	7 am – 11 pm
Saturday After Thanksgiving	Saturday, November 30 th	8 am – 11 pm
Week before Christmas	December 16 th – December 23 rd	8 am – 11 pm
Christmas Eve	Tuesday, December 24 th	8 am – 6 pm
Christmas Day	Wednesday, December 25 th	CLOSED
Day After Christmas	Thursday, December 26 th	7 am – 10 pm
New Year's Eve	Tuesday, December 31 st	9 am – 6 pm
New Year's Day	Wednesday, January 1, 2003	9 am – 7 pm

Marshall Field's Store Hours

Effective 1/02/2002

All stores		Exceptions to All Stores				
Days	All Stores, Home Stores	FAM, GRF, BMK	MPL, STP	DCM OUTLET STORE	STS	LFR
Sunday	11am-6pm	12-6pm	12-6pm			12pm-5pm
Monday- Friday	10am-9pm		10am-8pm		10am-8pm	10am-6pm
Saturday	10am-9pm		10am-6pm	10am-6pm	10am-8pm	10am-6pm

Please note following changes to National Hours:

- DCM Outlet Store Saturday closing moves from 9pm to 6pm
- STS Mon-Sat closing hours moves from 7pm to 8pm

TARGET / MERVYN'S / MARSHALL FIELD'S

STORES OVERVIEW

